

HRMS User Name Change Process

Prerequisite: HRMS Central Security requires the Employee Name change be completed on the HR Master record prior to submitting a user name change. If a professional user is also changing their e-mail address or agency\domain, this must be done prior to submitting a user name change.

Employee or Agency:

1. Contacts DES Service Center via phone or e-mail.
2. Employee/Agency provides personnel number, contact information, old name and new name.

DES Service Center:

3. Creates a ticket for HRMS Central Security.
4. Verifies user identity if the it is a phone request

HRMS Central Security:

5. Employee verification is required if request comes from personal e-mail.
6. Verifies the employee name is changed on the HR master record.
 - a. The name change on the user accounts will not be completed if the name is not changed on HR master record. The employee will be referred back to the agency HR
7. Gets additional information, if needed, for professional account.
 - a. New e-mail LDAP or UME Portal account needed?
 - b. Change to Agency\Domain for SNC (Single Sign-on).
 - c. If Agency\Domain or LDAP account has not yet been created, the professional user will be referred back to agency IT and no Professional User account changes will be made
8. Completes the request.
9. Notifies the employee with resolution or refers the employee back to agency IT or HR.